

MARRT Complaints Committee Terms of Reference

TYPE OF COMMITTEE

A standing committee of the board which is ongoing.

PURPOSE

To receive and review complaints in accordance with the Registered Respiratory Therapists Act. To provide a mechanism for any individual to bring forward complaints against registrants of the MARRT.

REPORTING

The Complaints Committee will report directly to the Board through the Committee Chairperson, if the Chair is also a member of the MARRT Board of Directors. In the absence of this dual role, the MARRT President-Elect will bring forward the report to the Board.

- Each Committee meeting requires that a written report be submitted to the Board.
- The report will summarize the item(s) addressed by the Committee since it last reported to the Board.

AUTHORITY

The complaints committee shall receive, and review complaints brought against any registrant. Where the Committee sees it appropriate, it will attempt to informally resolve the matter. Where the complainant does not accept the informal resolution of the Complaints Committee, the matter shall be referred to the Investigation Chairperson.

MEMBER RESPONSIBILITIES

- Attend all committee meetings or notify the chair if they will be absent.
- When unable to attend meetings, send comments/feedback via email to the chair, as applicable.
- Prepare for meetings by reviewing the previous minutes, current agenda, and agenda items prior to the meeting.

COMPOSITION

The committee shall be comprised of a minimum of 5 members, with the following composition:

- Chairperson, to be appointed by the Board of Directors.
- Two registered active practicing registrants to be appointed by the Board of Directors.
- Two members of the public, one of whom shall be appointed by the government; the second shall be appointed by the Board of Directors.
- Conflict and confidentiality policies as adopted by the MARRT will apply to the Complaints Committee and will be signed annually.
- The Board of Directors shall appoint the members of the committee and a Chair of the committee in accordance with the MARRT by-laws.

TERMS OF OFFICE

- Two years, with a possible renewal of 3 consecutive terms, or at the discretion of the Committee Chairperson.

MEETINGS

- Meetings shall be held at a minimum of once per year.
- Any meetings required shall be held at the call of the Chairperson.
- A quorum will consist of a simple majority of the committee membership.
- In the event of a tie, the Chairperson will serve as the tie-breaking vote.

VOTING AND DECISION MAKING

- Reaching a group consensus is the preferred method of decision making.
- Quorum shall consist of 50% plus one member for decision making. The Chair does not vote unless required to break a tie.
- Electronic voting may take place, as determined by the Chair.

AGENDA AND MINUTES

- An agenda shall be circulated to the committee by the Office Manager at least three (3) days prior to the meeting.
- Minutes to be distributed within two weeks of each meeting by the Office Manager.
- The Committee Chair will prepare a report to be included in the MARRT Annual Report, to be presented to membership by the President Elect at the Annual General Meeting.

RESOURCES AND BUDGET

The Complaints Committee will not have a designated budget allocated for Committee functions. If funds are required to support the activity of the Committee, the Committee Chair will submit budgetary requests to the Board on an annual basis for consideration during the budget approval process.

TERMS OF REFERENCE (TOR):

The committee shall review the terms of reference on an annual basis and will submit any changes to the Governance Committee for review and forwarded to the MARRT Board of Directors for approval.